

EXHIBIT E

1:08

**NYADD Focus Group-
CDPAP**

Nicole Demme · 6d ·

**Lucy Alvarado**

This is just unbelievable!!
In our case we still don't have the
"service authorization number"
therefore can't clock in/out as a
result NO PAYCHECKS. We have
sent timesheets by email for the
past 2 weeks and NO RESPONSE.

6d Like Reply

**Christy Jannello Gorman**
Lucy Alvarado same!

6d Like Reply

**Jj Ja**

Lucy Alvarado The same thing
happened to me until I called the
insurance company to verify
that the authorization was sent
to PPL. Once the insurance co
verified that one was sent to
PPL, I then contacted the
Statewide Fi and asked them to
escalate just as they did for my
friend. And they did and by that
evening I was able to log in.
Email them ASAP and give them
until 12 noon, then email them
again if you hadn't heard from
them. Also let them know you



Comment as Emina...

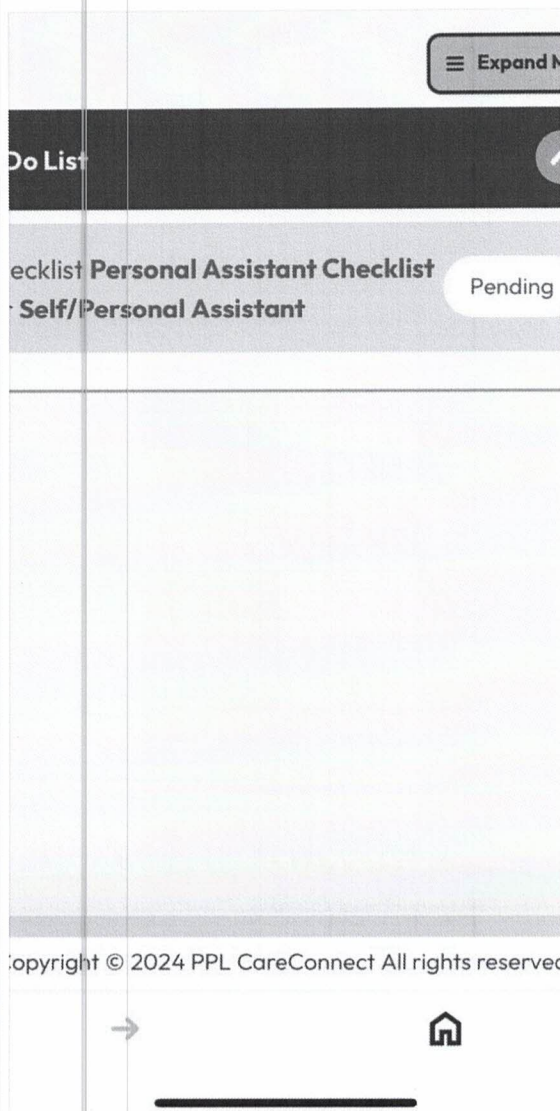
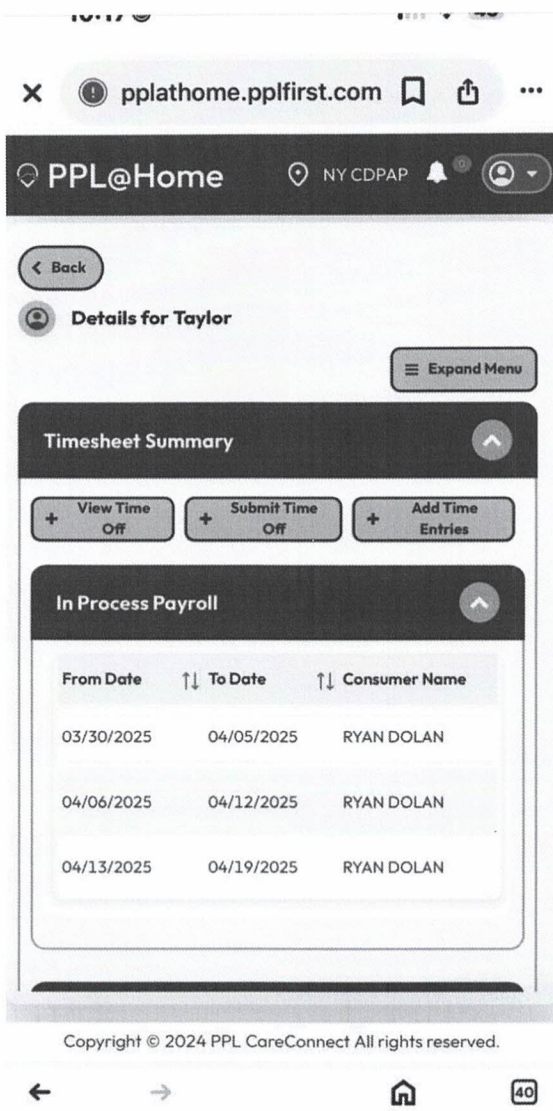


1:05

**JM Mur**

4d · 🌐

So what does this mean and why haven't I got paid yet and won't open checklist says not available all forms are completed did then one on one with an agent on the phone



2

Like

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22 comments

1:06



NYADD Focus Grou...



Lisa Bielefeld McCartan



16h ·

**Spent all day trying to
get someone on the
phone. No one picks up
or calls back.**



8 comments



Like



Comment



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1:06

**NYADD Focus Group-
CDPAP**

Lisa Bielefeld McCartan · 16h ·

currently the recommended route. You'll never get through otherwise.

13m Like Reply



Write a reply...

**Dawn Goodrich Pierce**

They are just trying to push to the 30th so they don't have to pay us

1h Like Reply

**Larissa Martin**

I'm so sorry Lisa Bielefeld McCartan

1h Like Reply

**Thomas DeLano**

Welcome to my world

4h Like Reply

**Angie Morales**

I was told they don't work on Sunday but then again u get different answers from people working there

16h Like Reply

**Day Parker**

Call @8 when they first open

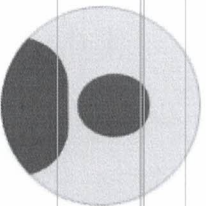
16h Like Reply

2

1:12



NYADD Focus Grou...



Buster Vaxter

1d ·



Why is my timesheet
entry keep being denied



Like



Comment



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Share

1:07

**NYADD Focus Group-
CDPAP**

Nicole Demme · 6d ·

Second check, overpaid again - this time by one hour. Look at the 4th & 5th entries. Clock in and clock outs were exact. PPL is clearly overbilling Medicaid.

Net Pay Direct Deposits Net Check				
Punches	Day	In	Out	Hours
04/08	Tue	07:00AM	05:00PM	10.00
04/09	Wed	07:00AM	08:00AM	1.00
04/09	Wed	09:00AM	12:00PM	3.00
04/10	Thu	07:30AM	11:00AM	4.00
04/10	Thu	02:00PM	05:30PM	4.00
04/11	Fri	07:00AM	02:00PM	7.00

**Like****Comment****Send****Share****13****Newest** ▾

Dawn Goodrich Pierce
At least you got paid

54m

Like**Reply**

1:07

**NYADD Focus Group-
CDPAP**

Nicole Demme · 6d ·

**East Fork Art**
I didnt get paid at all.

3d Like Reply

**Bridget Beaver**
East Fork Art call dept of labor**(516) 876-6362**Outgoing call, 15 mins 25 sec
12:24 PM

+ Add to Contacts

Add tag

17h Like Reply



Write a reply...

**Jay Wellz**
I did everything and havnt been paid at all this month it says provider paper work is not complete when i submit my hours to app but everything is complete such a mess

18h Like Reply

1:09



**NYADD Focus Group-
CDPAP**



Dana Holtzman Greenberg · 6h · 🌐

Anyone else's completed shift from yesterday (4/21), not showing up in the consumer's portal for approval after clocking out and submitting properly? Thank you!



Like



Comment



Send



Share

Newest ^



Dawn Zemcik
Yep same here

6h

Like

Reply



1:09



NYADD Focus Grou...

**Tonni Akter**

17h · 🌐

Why is it still pending? I tried to call them about it.



pplathome.pplfirst.com



PPL@Home

NY CDPAP



< Back



Details for Sadia

Expand Menu

To Do List

Checklist **Personal Assistant**Checklist for **Self/Personal Assistant**

Pending



Time entries



Oct 21, 2024 - Apr 21, 2025

Participant

Status

All

In Review

[Reset](#)

Total time worked: 24h 00m

Wed 02 Apr

**Begum, Tahmina**

7:57AM - 7:57PM

Total: 12h 00m



There is a problem with your entry.

Tue 01 Apr

**Begum, Tahmina**

9:56AM - 9:56PM

Total: 12h 00m



There is a problem with your entry.



67



Dashboard



Time



Payroll

1:10



Christine's post



NYADD Focus Group - CDPAP

christine Trombetta Jorglewich · 2d · 🌐

Now we just emailed our timesheet in to PPL and it got bumped back because their mailbox is full. What are we supposed to do now?? We still have no authorization and are now owed three weeks of pay.



Like



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Share



16

1:10



NYADD Focus Grou...

**Kalico Molina**

5d ·



Good morning,

I'm writing with serious concern regarding this week's payroll. I was only paid for 10 hours, despite having submitted a properly completed timesheet on time for the full 40 hours I worked. Unfortunately, this is yet another week in which we are left unable to meet our financial obligations due to underpayment.

I also encountered a troubling issue while attempting to review the timesheet yesterday evening. When I contacted PPL to report that I couldn't see my timesheet, the representative insisted it was visible. I confirmed that I was logged in and looking in the correct section, but nothing was there. After being placed on hold, and being prompted to check again, I checked again and the timesheet suddenly appeared in the exact same location.

Interestingly, the other assistant experienced the same issue. When she contacted PPL, her timesheet also wasn't visible at first. After being placed on hold, it too "magically" appeared in the same spot she had previously checked. Despite submitting her time correctly, she was only paid for one of

1:11



NYADD Focus Grou...

**Neela Briglall**

19h · 🌐

Well this is too much now with ppl someone please look in to our pa not getting pay four week now I'm without pay all my paperwork completed last week told me get pay by Monday no pay today when call today they making excuses oh have uploaded and download god knows what again when I fine out it's nothing to do with uploading and downloading. I think ppl trying to robbed our pa and the governor know something about it or get a hand in it she's hiding where our money we have to pay rent month end coming soon we have to pay bills we need our money the people who working with ppl or in ppl are lying about everything. We want our old fl back

4



Like



Comment



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**Paulette Mitchell**

1d · 🌐

Can people please let me know if you get your PAPER CHECK. From last week!! I'm waiting for mine but my mail doesn't come till later

3 comments

1:12

**NYADD Focus Group-
CDPAP**

Jake Lang · 2d ·

Is anyone still missing their second PPI paycheck? My mom is supposed to get her check in the mail and it's now a couple days late



Like



Comment



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1

Newest ▾

Christine Trombetta Jorglewich
We're missing all our paychecks.

1d

Like

Reply



Angie Morales
Christine Trombetta Jorglewich
oh wow were they approved?

1d

Like

Reply

**View 2 replies...**

Write a reply...



Angie Morales
It happened to my first check and
they told me always give til Monday
for it to come

2d

Like

Reply



1



1:13



NYADD Focus Grou...



Brian Leyden



3d · 

3rd Time Sheet Emailed , Still No Pay , no response of confirmation, NADA 

PPL First should stand for

PAY PEOPLE LAST



7 comments



Like



Comment



Send



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1:13



NYADD Focus Grou...

**Chan Chan**

2d ·



I was paid for training and I was paid for my first week by direct deposit, and now I'm not getting paid AT ALL. On top of that the system is saying I worked -17,000,000 hours in one day.. NEGATIVE 17 million in a day...WHICH ISNT EVEN POSSIBLE. The entire system is one fail after another.

I've spoken to over 12 different representatives through the Spanish line just this week, and That's not even including the multiple Representatives that hung up on me because they couldn't answer my questions or figure out what was going on.

The ones I did talk to all said the same thing: "It says on my end that you're good for payment so I don't know why you're not getting paid. I can have payroll and/or a supervisor get a hold of you blah blah blah". Some of them even say they don't have an HR department OR supervisors above them, and of course I told them that's just not true or plausible. I did have a couple representatives Tell me they put in requests to speak to a supervisor. In fact, they scheduled a meeting to speak to someone higher up.

I've had two SCHEDULED meetings with 2 different supervisors this week who were supposed to be "personally handling my

1:13



NYADD Focus Grou...

**Kenny Cintron**

6d ·



Once again PPL is actively engaged in wage theft and not paying us the hours we work! I worked more hours in the last pay period and am to only be paid a fraction! GET IT TOGETHER PPL! YOU ARE ACTIVELY ENGAGED IN WAGE THEFT! AND DISCRIMINATION AGAINST THE ELDERLY AND DISABLED!

Processed Payroll

Last 30 days



Paid



Service Period



Consumer Name

Search

† Date

Amount

Check Number